



NH SHAY Evaluation

Update on Recommendations
January 2011



Introduction

In March, 2009 the Bureau of Behavioral Health requested an evaluation called the “**SHAY**”, the “State Health Authority Yardstick”, in order to develop a set of recommendations for NH to consider based on best practice models to ensure the most effective implementation of Supported Employment.

Ensuring the successful implementation of this practice was considered so important, NH decided to draw upon outside evaluators to take an objective look at NH

The following report details the specific recommendations made by focus area, and what NH has done to address **all** of the areas identified in the SHAY.

We are proud of the progress we have made in such a short period of time, and look forward to having a follow-up review to document our progress in implementing and sustaining the practice here in NH.

Our success with this project has allowed us to apply for and receive a federal grant to further develop and enhance this practice by more effectively addressing the needs of individuals with co-occurring disorders, and increase consumer and family involvement in the fidelity review process.



S.H.A.Y. for S.E. in N.H.

- State Health Authority Yardstick
- Developed by National EBP Experts
- Equivalent to CMHC “fidelity”
- SHAY completed for NH BBH in **March, 2009** by “out-of-state” national SE consultants
- Included interviews with multiple stakeholders and review of significant policies, procedures and data
- Rated on 1 - 5 scale



Format for Updates

- The SHAY Evaluation for NH made a number of recommendations to ensure the most success in implementing Supported Employment based on best practice models from other states.
- After each recommendation, BBH has provided an update on our progress in addressing each of the recommendations.
- We have addressed **all** of the recommended areas from the SHAY evaluation.



Format for Updates, continued

- **Recommendation Area**

- Ex. Development of an EBP Plan

- **Strategies**

- Steps taken to address the Recommendation



NH SHAY SE Score Summary

Policy & Regulations	1.5
EBP Plan	2.0
BBH Leadership	2.0
Training	2.3
Quality Improvement	2.5
Financing	3.0
Stakeholders	3.0



NH SHAY SE Recommendations

EBP Plan

Establish priorities that focus on utilization and importance of EBPs, specifically SE

Strategies

- Protected SE services from rate reduction
- Protected SE services from daily service cap
- Developed BBH 3 year plan for SE
- Developed SE fidelity “thresholds”



NH SHAY SE Recommendations

EBP Plan

Re-introduce the comprehensive training and technical assistance plan with the Dartmouth PRC

Strategies

- Reallocated existing resources in Dartmouth PRC contract to increase staff available for SE training and consultation for agencies
- On-site SE training and consultation available to all CMHCs re: SE services



NH SHAY SE Recommendations

EBP Plan

Revisit relationships with stakeholders

Strategies

- Re-established state-wide EBP advisory committee with multiple stakeholders
- Provided consumer workshops on employment & SE
- PRC staff meeting regularly with CSP Directors
- Provided first state-wide co-training of SE staff and Department of Vocational Rehabilitation Counselors on developing working relationships in partnership with NH MIG



NH SHAY SE Recommendations

EBP Plan

Revisit relationships with stakeholders

Strategies

- BBH and PRC submitted successful application for SAMHSA Employment Grant which includes a specific deliverable and dedicated funding to engage consumers and family members in the quality improvement process for SE services including fidelity reviews
- BBH and PRC submitted successful application for SAMHSA Employment Grant which includes a specific deliverable and dedicated funding to work with NH Bureau of Drug and Alcohol Services on improving employment outcomes for people with SMI and substance use disorders



NH SHAY SE Recommendations

Financing

- *Implement a unique SE billing code*

Strategies

- Implemented a unique SE billing code
- He-M 426 rewritten for SE billing code
- Implemented specific training regulations in He-M 426 for CMHC staff to access unique SE billing code



NH SHAY SE Recommendations

Financing

Promote communication between CMHCs

Strategies

- Re-established state-wide EBP advisory committee with multiple stakeholders
- Providing series of SE training meetings with all CMHCs invited to attend
- PRC staff facilitating discussions amongst SE team leaders from different CMHCs regarding practice improvements



NH SHAY SE Recommendations

Financing

Ticket to Work

Strategies

- Explored options for Ticket to Work with Division of Vocational Rehabilitation
- Arranged for training presentation from Vermont Vocational Rehabilitation regarding how they effectively utilize Ticket to Work



NH SHAY SE Recommendations

Financing

Medicaid Infrastructure Grant

Strategies

- Ongoing meetings with MIG staff
- NH BBH working with MIG Grant which has supported a number of key EBSE initiatives, most recently an EBSE statewide conference.
- MIG RFP Announcements which provided funding to CMHC's to support quality improvement for EBSE.
- Developed one-time funding pool for job development activities for SE staff at CMHC's



NH SHAY SE Recommendations

Training

Reinstate training offered under the contract between BBH and the Dartmouth PRC

Strategies

- Reallocated existing resources in Dartmouth PRC contract to increase staff available for SE training and consultation for agencies
- On-site SE training and consultation available to all CMHCs re: SE services
- SE training calendar published & distributed on annual basis by Dartmouth PRC



NH SHAY SE Recommendations

Training

Add more training that focuses on field mentoring and shadowing of existing SE work being done at sites

Strategies

- Reallocated existing resources in Dartmouth PRC contract to increase staff available for SE training and consultation for agencies
- On-site SE training and consultation available to all CMHCs re: SE services
- Dartmouth PRC providing agency-based job development training and field mentoring for SE staff



NH SHAY SE Recommendations

Training

Implement and sustain higher levels of funding for the Dartmouth PRC for training and technical assistance with the state.

Strategies

- Reallocated existing resources in Dartmouth PRC contract to increase staff available for SE training and consultation for agencies without increasing costs to NH BBH



NH SHAY SE Recommendations

Training

CMHC pursuit of training

Strategies

- Reallocated existing resources in Dartmouth PRC contract to increase staff available for SE training and consultation for agencies
- On-site SE training and consultation available to all CMHCs re: SE services
- SE training calendar published & distributed
- Partnered with NH MIG regarding funding of specific SE training at CMHCs in NH



NH SHAY SE Recommendations

BBH Leadership

Develop a specific BBH Plan

Strategies

- Developed BBH 3 year plan for SE
- Developed SE fidelity “thresholds”
- EBSE plan incorporated into the work of the Payment and System Reform Plan.



NH SHAY SE Recommendations

BBH Leadership

Clarify the roles of BBH Administrator and BBH CMHU Administrator

Strategies

- BBH CMHU Administrator (Robin Raycraft-Flynn) designated as point person for all SE policy questions
- Medicaid Program Specialist (Kelley Capuchino) designated as point person for all SE billing questions
- Implemented SE FAQ e-mail list for all CMHC's re: SE questions
- Developed and published EBP Resources document



NH SHAY SE Recommendations

BBH Leadership

Structure meeting time with Provider CEOs to regularly include SE update

Strategies

- NH BBH Chief continues to meet with CEOs quarterly as a group, and individual meetings between quarterly meetings.
- Robin Raycraft Flynn has met with CEOs



NH SHAY SE Recommendations

BBH Leadership

Convene an SE (or EBP) State-wide, Multi-stakeholder Steering Committee lead by BBH leadership

Strategies

- Re-established state-wide EBP advisory committee with multiple stakeholders
- Advisory Committee continues to meet.



NH SHAY SE Recommendations

Policy & Regulations

Re-focus on the VR/BBH pilot project to enhance VR and SE partnerships

Strategies

- Developed MOU between BBH and DVR. Currently under review for final approval.
- Dartmouth PRC in collaboration with NH MIG convened state-wide group of NH DVR counselors and SE staff regarding developing and improving working partnerships. Presented specific personal success stories from VR and SE collaborations and lessons learned.



NH SHAY SE Recommendations

Policy & Regulations

Convene an SE (or EBP) Steering Committee with SE as its first priority

Strategies

- Re-established state-wide EBP advisory committee with multiple stakeholders
- SE is the current working priority for EBP advisory committee



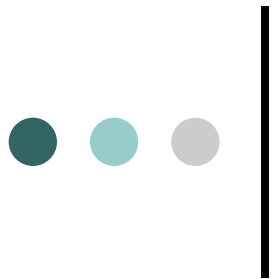
NH SHAY SE Recommendations

Policy & Regulations

Review MOU language and clarify expectations.

Strategies

- Developed BBH 3 year plan for SE
- Developed SE fidelity “thresholds”
- Working on incorporating SE into future pay for performance contracts with CMHC’s under the Payment and System Reform project.
- BBH and PRC submitted successful application for SAMHSA Employment Grant which includes a specific deliverable and dedicated funding to complete work on MOU with NH DVR



NH SHAY SE Recommendations

Quality Improvement

Monitor quality improvement at CMHCs

Strategies

- Developed BBH 3 year plan for SE
- Developed SE fidelity “thresholds”
- Developed and implemented “Quality Improvement Plan” (QIP) process for CMHCs regarding SE
- CMHC’s submitted QIP’s and consultation is being provided to them during the current fiscal year.



NH SHAY SE Recommendations

Quality Improvement

Monitor quality improvement at CMHCs

Strategies

- PRC convened all CMHCs for roundtable discussion regarding how to improve SE fidelity process
- PRC continues to do full SE fidelity assessments or assessment of the progress of quality improvement plans at all CMHCs and all sites state-wide



NH SHAY SE Recommendations

Quality Improvement

Implement quality improvement at BBH based on cumulative fidelity data

Strategies

- BBH working on establishing collaborative process for disseminating and using fidelity data for system-wide quality improvement re: SE



NH SHAY SE Recommendations

Quality Improvement

Implement the collection of client outcome data at CMHCs

Strategies

- BBH and PRC submitted successful application for SAMHSA Employment Grant which includes a specific deliverable and dedicated funding to establish a collaborative employment outcome data system with NH Department of Employment Security



NH SHAY SE Recommendations

Stakeholders

Convene an SE (or EBP) Steering Committee

Strategies

- Re-established state-wide EBP advisory committee with multiple stakeholders
- Advisory Committee continues to meet.